

Are you a patient of Danebridge Medical Practice?		Postcode	Booking appointments (specifically for Sandiway and Cuddington residents) - If the Sandiway Surgery site was to close, what measures would you like to see in place to support residents from the Sandiway and Cuddington areas to easily book appointments at the Danebridge and Kingsmead sites? This includes urgent and routine appointments.	Booking Appointments (specifically for Sandiway and Cuddington residents) - do you have any further questions or comments on this?
Yes	No			
			A lot of people would find it very hard to get to either of the other surgeries and would be very worried if they needed an urgent appointment as it always hard even with Sandiway surgery open so even harder when that facility is no longer available	
Yes		CW82QH	Phone service to book appointments with prompt call handling Home visits by GP for those with difficulty in getting to surgery	no
Yes		cw82	Booking appointments is difficult enough as it is. How could you improve it WITHOUT closing our surgery?	Yes - as I said above, the system is already inefficient. Even when the surgery was fully open it was almost impossible to book an appointment at Sandiway unless you went down to the surgery about 8.30am and queued outside. This is not satisfactory and needs to be revised
Yes		CW8 2QN	The whole system of booking appointments needs to be improved. This is not specifically a Sandiway surgery issue but a practice wide issue	No
Yes		CW82	Not applicable- there must be a practice in Sandiway	No
Yes		CW82	If these can be booked in advance by phone or on line ok but far more would need to be available.	No
Yes		CW82	A dedicated phone line	No
	No	CW82	Have sufficient telephone service without leaving people on the line and without having to book way ahead	Not easy to book appointments but in any case how are people without transport expected to get to Northwich or Kingsmead especially with limited mobility or being ill
Yes		Cw8	I don't want other measures in place. I want to see the surgery remaining open	Please keep the surgery open
Yes		Cw8 2	I think the Danebridge practice should be able to answer the question if they want to close the practice.	
Yes		CW8 2	A sensible response from the booking telephone service rather than having to hang on for ages or get an appointment weeks down the line	Always been difficult to book an appointment. I have transport and can travel to Northwich but it is unfair on those that can not access the surgery easily. Also, parking at Danebridge and Kingsmead can be horrendous at times, have partners considered the impact on local residents when increased numbers of patients will begin abandoning their cars in frustration as to lack of parking!
Yes		CW8 2	I think the only fair solution would be to provide transportation to Northwich. If that patient was vulnerable or unwell which is highly likely and would be why they are seeking a gp appointment, it is unfair they are penalised and disadvantaged through no fault of their own.	
Yes		Cw82	more Mrs. I spent ages Monday morning trying to get through to Danebridge.....not about COVID or an emergency demanding a 999call....a Dr will ring me on Friday.....I would really like to see Dr Gilchrist...she was brilliant when my husband was ill and then died.....	No
Yes		CW8 2	The telephone system for Danebridge is currently frustrating as it is necessary to listen to a long rigmarole about Covid before the details about the various numbers to press are given. Surely this could be "press 1 for Covid symptoms," and then the rest of the numbers given as usual. Suggest "2 for urgent appointments" and "3 for routine appointments." etc.	Will it be possible to choose whether to be seen at Danebridge or Kingsmead? Both have severe parking problems. Parking for patients should be increased. Keeping Cuddington and Sandiway surgery open would create more appointments, reduce parking problems at Danebridge and reduce travelling.
Yes		CW82	Booking appointments is not the problem, getting to Danebridge or Kingsmead sites is.	It's a discriminatory decision against elderly people in the village
Yes		CWLX	Issue- need help to get to Danebridge or Kingsmead. I could use my mobility scooter to get to Sandiway	
Yes		CW8 2	Review of phone system to people can get through quicker. Much more on line appointments available which you not weeks ahead	Driving to Danebridge is an issue if you don't have transport-eg my 93 year old father- any options of mobile units?
Yes		CW NL	In the past Sandiway had its own telephone number. Having dialled544 544 an extra digit(s) solely for patients from Sandiway and Cuddington.	I found out about this survey completely by chance and discovered 4 people on the same day ,who knew nothing about it.Patients need to know that a survey is being conducted to gain meaningful feedback. It can take up to an hour to get through by phone and you may be told to call back later after listening to several minutes of pre-recorded information you don't want.
Yes		cw82	More staff to answer the telephone to make it easier to get through.	
Yes		cw82	You have to book already by phoning Danebridge so I don't see any additional problems	no
Yes		CW8 2	Getting an appointment should not be an issue. The problem lies still with the individual's ability to get to either site. it must have been pointed out many times that public transport would require at least a 3 hour round trip to visit Danebridge, which for someone who is ill is hardly ideal. The lack of parking at both sites is a major issue even if one does have their own transport; especially at Danebridge	What plans do you have to address the above?
Yes		CW8 2	Priority appointments and timed to avoid peak traffic conditions at times to fit in with public transport timetables.	Close Kingsmead and keep Sandiway surgery open.
Yes		CW82	It is much more effective to get 2 GPs + support staff to attend Sandiway Surgery each day rather than ask 40-50 patients to commute to Danebridge or Kingsmead! It would be expensive, time-consuming, inconvenient and cause much higher carbon footprint to close the surgery.	Public transport: - Kingsmead impossible - buses leave Sandiway @ 22mins past the hour with first bus (after 7:57am) at 9:22 - first bus with concessional fares (eg for OAPs) at 10:22 - appointment only possible after 10am (or 11am using concessional fares) - overall at least 3 hour round trip - very difficult for infirm patients and/or parents with children - reliability of bus service is not perfect Car transport: - parking is a problem at both sites - expense and carbon footprint for all the commutes - extra hour for the round trip
	No	CW8 2	Provision to see a doctor in Sandiway!	Access to appointments (physical) must be possible without reliance on public transport from homes in village eg using mobility scooter.

Yes	CW82	The ability to book routine appointments online well in advance would be very useful.	No
Yes	CW82QQ	A separate phone number	Making any kind of appointment is almost impossible. The whole system needs reviewing.
Yes	CW8 2	Telephone consultation as per the Covid pandemic could be kept for routine appointments.	
Yes	Cw8 2	Obviously it would be far more preferable for Sandiway to remain OPEN.	No
Yes	CW8 2	1. More staff dealing with appointments. It really is impossible to get through to a receptionist to book an appointment both now and pre-pandemic. I often tried 20-30+ times and couldn't get through. For urgent appointments I would often walk to Sandiway surgery first thing to speak to a receptionist there as it was often the only way to get an appointment. 2. Will residents of kings mead/Northwich start going to the surgery to book appointments rather than repeatedly phoning? If so, this will disadvantage Sandiway residents. 3. In the rare occasion you actually manage to get an urgent appointment, these are often at short notice and there is very little choice of times. This makes it incredibly difficult for someone without transport to get to Northwich/ kings mead for an appointment - whereas we could walk to Sandiway.	Do not close Sandiway surgery. It is going to make things very difficult for the village to book and travel to appointments.
Yes	CW8 2XP	Dedicated phone line or option number on phone for residents from this area so can get through on phone easily. Possibly dedicated receptionists for this area.	
Yes	Cw7 2	You might need to provide transport as public transport not appropriate. Limited buses and train goes to wrong end of Northwich.	There are very few appointments available at Danebridge so the situation would be exacerbated by additional patient load
Yes	CW8 2	A dedicated amount of appointments for Sandiway residents	
Yes	CWQQ	It is impossible to get through to Danebridge on the phone. All you get is the message over and over again. Also very little parking at Danebridge.	Why have 2 surgeries in Northwich. Sandiway is better located and there is adequate parking. Danebridge is big enough to accommodate Northwich so close Kingsmead.
Yes	CW8 2	I find it abhorrent that Kingsmead have a new surgery within a short distance of the main Danebridge Surgery and yet you plan to expect residents of Cuddington/Sandiway to lose their surgery and travel into Northwich. If the current site in Cuddington/Sandiway is no longer fit for purpose then build a new surgery in the village.	no
Yes	CW82TB	I would prefer for Sandiway surgery to remain open. I am currently able to drive myself to Northwich but would always prefer not having to use my car.	I would always prefer a local appointment
Yes	CW8 2	Don't close Sandiway many can't get to kingsmead or northwich plus there's not enough parking at those sites and we would all have to travel by car it's ridiculous	Don't close sandiway It's a much needed well used site for the large village you can't possibly provide a good service by us having to travel to kingsmead / Northwich
Yes	CW82	Booking appointments is not the key issue. It's the travelling to Danebridge or Kingsmead from Sandiway that would be the problem.	The real problem is the travelling to Danebridge or Kingsmead in the absence of good public transport. Changing the booking system would not resolve that.
Yes	CW8 2PU	A dedicated phone line for the village residents Dedicated appointments on each day A service to get people who can't drive to Danebridge	
Yes	CWLU	A dedicated phone line just for Sandiway surgery patients .	
Yes	Cw82	I want to be able to book and visit a local surgery.	A great loss to the community if the surgery were to close. Many illnesses would go untreated and there would be a danger of patients leaving seeing a doctor until it was too late.
Yes	Cw82		
Yes	Cw8 2fh	Physical presence in Sandiway	Physical presence in Sandiway
Yes	Cw82	Gp home visits	Don't close sandiway, so many rely on it in such a rural surrounding community where elderly and vulnerable are already isolated and require a surgery close by
Yes	CW8 2	Needs to be some form of transport available to get to other sites for those who cannot drive.	
Yes	CW82QN	Priority for Sandiway/Cuddington residents with Kingsmead surgery appointments. Residents around Kingsmead should be moved to appointments at Danebridge to facilitate this and avoid bottle necks. Sandiway residents should not be impacted the most by proposed closure, the Group Practice catchment as a whole should share the upheaval and burden.	
No	CW8	Protected appointment for locals	Don't close the surgery
Yes	Cw It	Somewhere they can access locally,. Its not suitable for people to get to Kingsmead irs not on a bus route. Danebridge requires a lengthy walk which is not suitable for elderly/infirm/ disabled / poorly people. An increase in home visits capacity would be required . It is already difficult accessing an appointment throughout 3 surgeries I can't see how it will be possible in less surgeries	
Yes	cw82	If and only if the surgery were to close increased opening hours for the remaining 2 surgeries. More telephone appointments and receptionists. A dedicated day allocated to Sandiway patients.	Improve ability to handle more telephone bookings and appointments. The current appointment bookings process is too restrictive - needs to be made more flexible with more appointments available and book farther ahead

Yes	CW8 2	The situation would have to be vastly improved. It is impossible to get through on the phones currently - they just ring and ring. You can spend an hour trying to get through with no joy. It's not practical or sensible for ill people to have to drive to Kingsmead or Danebridge to queue in the hope of getting an appointment. The on-line booking system used to be good, but now that is always full. It's getting to the stage that if you can afford it, you'd pay to see a private GP as there is virtually no service. Or if you were really worried, just head to A&E (which we know we shouldn't do).	
Yes	CW82	The usual online or phone arrangements should suffice - a choice between the two sites would be desirable as it may be slightly less onerous getting to one as opposed to the other.	I think you'll have to allow for more home visiting. I can't emphasise enough how daunting getting to Northwich will be when ill for elderly people without cars. I also think it will mean people putting off seeing the doctor potentially letting things get worse than they need to be.
Yes	CW8 2	Transport	Too difficult
Yes	CW82	I am a rare user, but I've found every booking experience a difficult one regardless of which outlet is called. My experience of the booking system is generally one of a cold, unsympathetic and obtuse response. I don't expect this to change regardless of the 'measures' put in place.	
Yes	Cw8 2	Increased number of appointments including phone appointments	No
Yes	Cw8 2	Do not wish to travel to Danebridge or Kingsead.	I am aged 94.I joined Sandiway surgery at the age of 86 specifically so that I would not have to travel .
Yes	CW8 2	Parking is difficult at both Danebridge and Kingsmead. Requires transport. Not always available. Requires a local service to Sandiway more appointments available..	Requires local service. So transport not required. So parking is not an issue.
Yes	cw82	On line booking via Patients Access. For those not able to make on line bookings an improved telephone booking system and definitely more available appointments. There were never enough when Sandiway was operating.	no
Yes	Cwtz	Not sure	How is Danebridge planning to cope with all the extra appointments needed for patients who usually use Sandiway surgery, whenever we get back to a normal service.
Yes	CW8 2	There are no measure that would be suitable just don,t close Sandiway The number of appointments that sandiway previously offered must be reserved exclusively for sandiway residents at other surgeries on a same day basis.	No.
Yes	Cw82	There is no reasonable alternative to the closing of the surgery For older residents make it easier to do on the phone. Please get rid of your long winded message on the answering machine.	What would YOU suggest to me having to travel further afield as I don't know the answer
Yes	CW8 2LZ	There needs to be a site in sandiway there is no way of some people to get to either site	No
Yes	Cw82tb		There needs to be local access to Doctors Please arrange transport to kingsmeal/ Northwich. OR JUST DONT CLOSE THE SUGERY
Yes	Cw8 2qy		
Yes	cw82	It is convenient to just visit the practice admins in the Sandiway surgery (when you cannot get through on the phone). But the issue is not really the booking process, but where the appointments are being offered. Invariably most people are offered an appointment in Danebridge or Kingsmead, not here in Sandiway where people would prefer to see a doctor/nurse.	To repeat some of previous comments on transport to/from the surgery in Danebridge or Kingsmead, it is very difficult to reach these locations at a specific time; there is no direct bus service to Kingsmead, and it is quite a long walk from Watling Street to Danebridge surgery. Parking is not that great in either location. If you are elderly and frail like my neighbour, he can manage to walk to the Sandiway surgery, but has no car and cannot use public transport easily. He feels bad about asking for lifts, but has had to do so in order to get his Covid injections at Kingsmead. Surely, the practice does not want to increase the workload of GPs being asked to visit people at home in Sandiway or Cuddington? Sandiway is a growing community, with many new young families - it cannot be right to take away such a facility from the local community, which was probably part of people's decision making process when they chose to move to Sandiway.
Yes	Cw8	IT'S HARD ENOUGH TO GET APPOINTMENTS AS IT IS SO AGAIN SIMPLE ANSWER - KEEP THE SURGERY OPEN	
Yes	CWTB	A free taxi service	No thank you
Yes	CW8 2	Telephone call or online booking	No
No	CW82DT		
Yes	CW8 2	It is difficult to get an appointment as it is, not having a Village doctors surgery seems a backwards step, but if this does happen will there be the facility for more home visits from GP's? How many more appointments will be made available at Kingsmead and Danebridge. Surely the aim should be to keep the surgery open?	No
Yes	CW82	Regardless of whether Sandiway was to close or not, the whole appointment booking system needs reviewing. The telephone system can only be described as dire!	As above, the whole booking system need reviewing
Yes	CW82	I always request an appointment at Sandiway. Joining long queues into Danebridge or Kingsmead is not a good use of resources.	It has always been much easier to get an appointment in Sandiway than either of the other surgeries. I can walk to the Sandiway surgery at opening time to get an appointment. to get to Danebridge through Hartford or along the A556 during the morning rush is a very lengthy process. I have very seldom been successful in getting an on the day appointment at Danebridge using the telephone.

			Why can we no longer make appointments directly with Sandiway Surgery ? And why is everything directed through Danebridge with expectation that residents of Sandiway & Cuddington must travel to Northwich or Kingsmead. This gives great difficulties to older and less mobile residents and those without private transport. The pandemic and its' aftermath will make it even more imperative that the Sandiway surgery is maintained.
Yes	CW8 2NJ	That there is a local Surgery in this area of rapidly expanding population. Nothing can replace access to a LOCAL surgery A telephone system that people could access immediately without waiting several minutes for all the options to be gone through before pressing one & then queuing. The present system is absolutely absurd and most of the time once youve got through there are no appointments left or its too early to book one	
Yes	CW82		Where are the questions on why the surgery should be kept open?
Yes	CW8 2	A special,telephone line,installed,for Sandiway and Cuddington r sid nnts. When fit I can drive, but this would be a real problem when too unwell to do so.	No So much a problem that if another practice opened a local surgery I would move.
Yes	CW82		No
Yes	CW8 2	A dedicated phone line for Sandiway and Ciddington residents	No
Yes	CW8 2	Please do not close Sandiway surgery	Please do not close local surgery
Yes	CW8 2	Easy access to appointments	None
Yes	Cw8 2	A much better, faster and preferably personal system. I currently find contacting Danebridge very slow and unhelpful.	No
Yes	Cw8 2	Being able to get through to reception to make appointment. Being able to book on line.	
Yes	cw8 2	There needs to be arrangements for those who dont drive to access the sugary, people with mobility issues would not be able to access other surgeries. The current booking system is not effective The phone lines are notoriously difficult as it is to get through to at busier morning times with all the early slots going before you get through. This meant going to sandiway physically is a much more effective and efficient use of time to get an appointment. Something urgently needs to be done about this maybe getting more lines, freeing up slots for booking same day online for eg.	no Maybe priority booking for certain times of the day kr a separate phone line to make getting through easier.
Yes	CW82	This is a major issue for those dependent on public transport. Prior to Covid restrictions, it was already difficult to book an appointment at a specific time of day. To have to fit that around bus timetables is likely to prove virtually impossible. Also, when appointments are running late, and I fully understand the many and varied reasons for this, the return public transport timings are even more difficult if not impossible.	I have covered my points above. Travelling to the two other surgeries is no problem while I can drive, but I'm elderly and wonder what I'll do as I get much older
Yes	CW8 2	As now, booking online or by phone is satisfactory for me.	
Yes	CW8 2	Booking is it the issue, getting to NORTHWICH for the appointment is the issue	NORTHWICH is too far for many elderly or unwell people
Yes	CW8 2QW	It is very hard already to book any appointments at either site as over subscribed. This situation is unlikely to get better shutting Sandiway Surgery, in fact will no doubt make it even more difficult. I question how a receptionist would be able to support making it 'easier' to book an appt from Sandiway / Cuddington residents over residents from 'other' areas.	Booking F2F appointments has always been very hard/frustrating - you never see the same GP either. I have actually found it easier in lockdown as the telephone appts work for me. Perhaps, offer this as a permanent fixture to patients, so they can choose. Especially if you are going to close the Sandiway surgery, which we all know is going to happen. I don't have a car and it is too far to travel / takes too long by bus, train. Weekend surgery hours could be good idea too, this way you could accommodate more appts for your residents. A blended approach is what is needed, especially since the population is increasing in Northwich and the surrounding communities that you serve. These questions are assuming that the surgery will close and our fight is to try to keep it open. It is of great value to the community. Consultations at either Danebridge or Kingsmede will be difficult for many people, Has the area Health Authority suggested that another practice could take on the surgery to offer local health care to the people of our area. It works well in lockdown with telephone consultations. This should continue
Yes	CW8 2		
Yes	CW9 8	Online booking First contact for ALL patients is by phone, and appropriate advice should be given according to the individual need, regardless of where each patient resides.	No
Yes	Cw81qr	Would probably have to seriously consider whether the Danebridge group can meet our healthcare needs. If the CCG is unprepared to consider a new practice to represent Cuddington/Sandiway would need to consider options.	Might need to find a different GP practice
Yes	CW8 2	You will need to make more appointments available. Booking on line or by phone is OK, if Sandiway Surgery is closed which I hope it isn't!	No
Yes	cw82	online booking	no
Yes	CW8 2QW	Booking by phone is often impossible to get through, then by the time the line becomes free all appointments are filled! There is a nominal facility on the Patient Access website but does it work? A telephone system at Danebridge that works would help. On two occasions I have been instructed to press button 1 on my smartphone and found that it didn't work and I couldn't get through. Given that those travelling to Northwich by public transport for an appointment are at the mercy of the transport operators how is the the Practice going to handle the situation where the patient is late, possibly very late for the appointment?	See my answer to the previous question.
Yes	CW8 2		Getting to the appointments is likely to be the main problem

Yes	CW8 2	NHS to provide transport to Northwich.	Just have a Surgery in Sandiway rather than another housing estate.
		Greater volumes of appointments available to accommodate all patients now being seen at only two sites rather than three - overall number of slots must not reduce. Consideration to difficulties in using public transport - can present real issues in attending appointments on time, if patients now have to catch a very limited bus service into the town centre then walk from town centre to Danebridge / Kingsmead. Patients face the issue of having to set off extremely early, with the potential for a lot of waiting around, just to ensure they will be on time - will there be extra waiting space at Danebridge and Kingsmead to accommodate this to ensure elderly not having to wait around outside or in town? When creating the additional slots, there should be a bias to Danebridge as you cannot expect patients who are likely unwell to walk to Kingsmead from the town centre. I think it is irresponsible to be pushing more people to use public transport / taxis, where they could previously have walked, when they are likely ill and potentially contagious	
Yes	cw8 2		I am very much against the closure of Sandiway surgery and do not see any benefit whatsoever for patients
Yes	CW82 (I'm	Access to a proportionate amount of appointments so that it is possible to see a doctor and receive continuity of care. Dedicated parking spaces as both locations will require a car to be used which isn't the case when we use the Sandiway surgery.	It's already difficult to get convenient appointments. Closing the surgery will add to the time we will need to have available. This will include time to travel to and from Kingsmead or Danebridge (Northwich) practices, finding parking and attending the actual appointment.
Yes	CW8 2	You are missing the entire point. It's not about easy bookings at DB or KM we, our community needs a doctors surgery or regular doctor availability in Cuddington and Sandiway.	No thank you.
Yes	CW82	To allow residents to use the Danebridge site as Kingsmead is remote and inaccessible from a public transport view.	See 7 - Sandiway and Cuddington residents should be prioritized for appointments at Danebridge rather than Kingsmead.
Yes	Cw82	I want to book at Sandiway since no one made a decision to close it.	Keep sandiway surgery open.
Yes	CW8 2	The question is loaded. The point is that it is difficult for the disabled and older patients without ready access to their own means of transport to get to Danebridge or Kingsmead. Public transport services are minimal / non-existent, too far removed from many patients homes, and expensive Thought should be given to patients living in the local area who cannot use telephones or a computer or find travelling to Kingsmead or Danebridge to book appointments impossible. Sandiway Surgery not being closed is an obvious.	no
Yes	CW82	There would need to be reserved daily periods for Sandiway and Cuddington residents at both locations	Do not close Sandiway Surgery.
Yes	CW82	Separate phone number and a reserved allocation of slots at times that work for public transport.	No
Yes	No	Cw8 2NR Do not close the surgery	Do not close the surgery
Yes	Cw8 2	I don't want the surgery to close	Don't close the surgery
Yes	CW9 8	No different to other Danebridge patients	
Yes	CW82	These sites are not convenient nor capable of supporting extra patients who will have to travel.	Don't close the surgery.
Yes	cw8 2	For you not to shut the surgery" as that's what we all want in the local area	What is the point of this survey you have already made your minds up to close Weaverham surgery gives very poor service so Sandiway surgery is the best option.
No	Cw8 2	Dedicated staff and time slots.	
Yes	CW8 2	Travelling is the hard bit for local residents. Parking at Danebridge is already impossible . We don't have a good enough bus timetable to get to northwich .	
Yes	CW82	New bus routes that allow transport to Kingsmead and Danebridge. The buses from Sandiway are not frequent enough/ don't go anywhere near Kingsmead I doubt that the issue will be booking the appointment- the greater issue would be accessing it	I fear for the elderly, families without transport if the surgery closes.
Yes	Cw82	Let those who can and want to move to tarporlyor the rock in frodsham and leave danebridge or dont clise the surgety wheres the point of these questions ifthe decision has already been made to close it just Listen to the residents this is causing worry and upset to so many people	Dont close the surgery
Yes	cw8 2	Appointments at Danebridge and/or Kingsmead are of no use to many C & S residents because of the lack of public transport. An appointment service in the village is needed	No
Yes	cw8 2	Transport provided for vulnerable people without cars or the income to pay for travel to Danebridge.	Cuddington and Sandiway need their own surgery. Danebridge does not even have adequate parking. Have local people been approached about the increase in traffic if everyone has to use Danebridge? I would think they would object if asked.
Yes	Cw82	Keep Sandiway surgery open.	
Yes	Cw82	Easier access to appointments	None
No	CW8 2	I can't reach those two surgeries due to work & family commitments. I will be left with a gp	
Yes	CW9 7	Not preferential treatment but easier access to appointments more helpful staff would be great too	No
Yes	CW82		
Yes	cw8 2	user friendly telephone bookings , unlike the current system	how do we get to appointments which are not accessible by walking or public transport
Yes	Cw82	Kingsmead to feature	No

Yes	CW8 2	Firstly it is impossible to book appointments at Danebridge or Kingsmead. Secondly it is quite often impossible to park at Danebridge	It is important that Sandiway Surgery remains open. There is no direct public transport to either Danebridge or Kingsmead from Sandiway. Are we supposed to pay for a Taxi service, I think not.
Yes	CW82	For you not to shut the surgery	Fund a bus to Northwich on the profits from the sale of the land for development
Yes	CW8 2	Surgery should provide free transport for patients with no transport	No AT THIS MOMENT IN TIME IT IS VERY DIFFICULT TO ACCESS APPOINTMENTS AND SPEAK TO A DOCTOR OR NURSE FOR REASSURANCE. AS I HAVE FOUND RECENTLY. LET US HOPE FOR A RETURN TO SOME KIND OF NORMALITY.
Yes	cw8 2	MAYBE A SPECIAL PHONE LINE FOR SANDIWAY AND CUDDINGTON RESIDENTS WOULD HELP.	Keep Sandiway surgery open, please
Yes	CW8 2	Re-instate option to telephone Sandiway directly	
Yes	Cw8 2	As closing surgery at sandiway would obviously cause an increase in patients seeking appts at the other two sites and getting appointments is never easy anyway this closure seems a very retrograde step and some measure would have to be put in place to give up some appointments at these surgeries which in itself could lead to problems for other patients	
Yes	CW8 2	I firmly believe the Sandiway Surgery should remain open in some capacity (either provided by Danebridge or another provider). I would find it extremely difficult to attend appointments at Danebridge or Kingsmead and I cannot think of anything that would make this easier apart from continuing to allow for the option of video or telephone appointments, where possible.	The appointment booking system is generally poor/intimidating and has deterred me from making seeking important treatment in the past, leaving conditions untreated. Closing the Sandiway Surgery would greatly exacerbate this issue.
Yes	CW8 2	At the risk of being repeatative, Keep Sandiway open that way loacal in Sandiway can walk and not pay fares to see a Doctor. The way this survey has been worded it looks like the decision has been made to close it.	I hope you have got the message which I have repeated here a number of times, Keep Sandiway open The way this survey has been worded it looks like the decision has been made to close it.
Yes	Cw8 2	I would like this provision to remain in Sandiway	
No	CW8	It would be too difficult to travel for a lot of people. More appointments should be made available	No
Yes	Cw8 2	For them to be seen at a location within Cuddington or Sandiway.	The people of Cuddington and Sandiway NEED a comprehensive primary care service within the village. It is disgraceful that the needs of the growing population of this village are being disregarded
Yes	Cw	Home visits for those without transport. Can't see how people would access these otherwise. But, don't close the surgery, the assumption is that it's to be sold at profit for building houses. No justification for that and there has been no proper consideration to redeveloping to include a surgery. If drs are unable to work there due to issues travelling from Northwich, how can patients get there? It all makes no sense.	Make more available online for people who can get to the surgeries. Make bookable video and telephone appts available online. Continue e consult system. But, the village is large and needs a surgery not yet more houses.
Yes	cw8 2	You would need to supply laptops/tablets etc for those who do not have them. They could then access online bookings etc. An increase in staffing to take the extra phone calls/workload that would be generated by the closure	no
Yes	Cw8 2	I would like sandiway surgery to stay open	At the moment it is impossible to get through to danebridge on the phone - I tried 43 times Monday morning and gave up in the end. I will just suffer here and hope it's nothing serious. Keep sandiway open - at least we can walk in and book appointments
Yes	CW8 2NR	Keeping Sandiway open is the best medicine you could give to those who live here. Anyone with an urgent illness should know that their local surgery is there for them as it has been for more that 70 years. They should be reassured that their needs can be dealt with in our village which is growing rapidly. Travelling by bus with a sick child plus siblings or an elderly person unable to walk far from the centre of Northwich to Danebridge would not be in their best interests.	How can you fit appointments in with bus time tables? How can someone with a mobility problem travel to Northwich and retain their independence. Are you going to pay their taxi fares when they need to see a doctor or make home visits when they are ill?
Yes	CW8 2	Please don't shut the surgery	
Yes	CW8 2	Only by phone	Not at the moment
Yes	cw8 2	Transport provided.	
Yes	cw82	priority appointment given to Cuddington and Sandiway or we could be waiting for hours if the bus.	how are appointments going to be assigned with all the extra houses being built in the villages its near impossible to get to either surgery on public transport and without access to a car
No	CW8 2	Provision of transport services bbefore and after appointments without any need to wait outside in bad weather (including 'just' cold conditions) It would not be possible for Danebridge and Kingsmead to cope. Why pretend?	I would wish appointments to be available at a surgery in Sandiway, irrespective of GP provider. You're the professionals, YOU come up with some feasible, practical ideas.
Yes	Cw82uu	If it were to close, I'd like it replaced with another one in the same village, offering the same services.	If it were to close, I'd like it replaced with another one in the same village, offering the same services.
Yes	Cw82	Booking appointments has always been a issue. There should be a dedicated line for Sandiway/Cuddington patients, to ensure that appintments can be booked. The online booking system has never seemed to work for me.	
Yes	CW08	Do not close the surgery	no
Yes	Cw8 2	It is really hard to get appointments I start work at 8.40 so cannot gave the call backs I need as I am teaching	Do not close the surgery As above it is terrible to get appointments due to having to ring at 8.30 and then get called back by which time I am teaching
Yes	CW82	Keep the local surgery open and run by an alternative practice as that's the only way . It's not just a question of easily book it's also easily attend It's getting to the appointment as only 1 bus every two hours both ways to Northwich and no bus to kings mead .	We should not be treated as second class patients which is what will happen if Sandiway surgery closes
Yes	Cwne		Keep Sandiway open .

Yes	Cw82	A choice of which surgery you can attend	No
Yes	CW82	As you clearly have no intention of maintaining the Sandiway site, what are your ideas for maintaining services for Cuddington & Sandiway residents?	As above!
Yes	CW8	Sanduway surgery should not close there is no other solution. How am I going to walk from Cuddington to Danebridge/Kingsmead when I am ill? Leave the surgery open building a new one if necessary in the Sandiway/Cuddington area. Unbelievable cutting this service for elderly patients how are we supposed to get mike's away to Danebridge/ Kingsmead? Very stressful situation even thinking about this happening	Best solution for all is Sandiway Surgery stays open or a new one built in the area.
Yes	Cw8 2	Easier availability of apps.. specific slots for sandiway and cuddington patients, perhaps with associated transport support, timed around buses etc or a specific bus service.More home visits for those less able to travel.	Telephone system needs updating
Yes	No	I dont know what can be put in place but I would be concerned that it is difficult enough to get an appointment as it stands once combined, it will o?nly become more difficult. Is it possible to distribute both routine and urgent appointments between areas by ratio of doctor availability, enabling only those from certain catchments to access a limited but fairly distrusted number of appointments. With a view to releasing appointments which have not been booked after a certain point to make available to patients from other areas?	None other than stated already
Yes	CW82	This vital facility should not be closed	
Yes	CW82	I find the GP app useful	
Yes	Cwls	For you not to shut the surgery	For you not to shut the surgery
Yes	Cw8 2	Keep it open	We can't all get easy transportation to the other surgery's
Yes	Cw8 2	It is hard enough getting to danebridge and kingsmead in a car, but for residents relying on public transport it is almost impossible. If it is too expensive to renovate the current property then they should look for an alternative within the village. It is not acceptable to expect people to travel	No
Yes	Cw82	I am unable to get one and really need one. When sandiway was open it wasn't a problem at all. The booking system was the same for all surgeries anyway so this question is irrelevant	The other site are not accessible for a lot of people. My autistic son struggles to attend the bigger, busy surgeries but Sandiway surgery is fine. It is nit just the old age pensioners and people who don't drive this would discriminate against
Yes	Cw8 2	Maybe an app for people to download and book appointments, and a tablet in the local chemist at the shops where people can go to book an appointment if they can't do it from home via the app	No
Yes	Cw82	Our own telephone/receptionist numbers not all people have access to the internet trying to get an appointment on the telephone is very difficult already	It's ok to be able to book an appointment at danebridge , but how are the elderly, invalided or people without there own transport expected to get there.
Yes	Cw8 2	More appointment availability if booking online. More people answering phones.	
Yes	Cw82	A better service for making phone appointments, quicker and more efficient	Current phone booking system is far to slow
Yes	CW82	I would like the telephone consultations which have been happening during Covid to continue	No
Yes	CW NJ	I don't wish to see the Sandiway surgery close	No
Yes	CWLX	Priority booking system for Sandiway and Cuddington patients	How do I get to Danebridge or Kingsmead surgeries
Yes	Cw82	Dial-a-ride service integrated with appointment booking to cover Sandiway/Cuddington/Delamere Park. Reimbursement of Northern Rail fares between Cuddington and Northwich for anyone who needs an in-person appointment. Reimbursement of taxi fares. Additional parking at both Danebridge and Kingsmead. More appointment availability, including outside of working hours. Clinics (e.g. warfarin, asthma, vaccines, blood pressure) at Cuddington Village Hall/library/Delamere Park	The appointment booking system is terrible. Get a proper phone system with options, queuing, and call-back, and make all appointments available on the app... Don't make people tell gossipy receptionists what their problem is.
Yes	Cw82	More telephone lines will have 2 b installed 2 cope with the extra load of calls & more appointment slots avaiable.	I just feel these questions have been posed with the assumption u r going 2 close sandiway for your convenience & not that of the many patients in this area.
Yes	CW8 2	This is adding to the carbon footprint of the practice by requiring more car journeys to be made	Yes, given the size of the village and the population a local service such as this is essential in the eyes of the residents that the practice is there to provide for
Yes	Cw82	Appointments in the village	Yes don't shut the surgery
Yes	Cw82	I think an outreach centre, using church Village Hall or pharmacy premises would work. There is no viable public transport to the northwich sites	No
Yes	Cw82np	People who don't drive find it hard to get to surgery's in town especially for the disabled	
Yes	CW82	I do not want to travel to Danebridge or Kingsmead, but if I absolutely have to, reserved parking spaces at both sites expressly for Sandiway patients, reserved appointment slots for Sandiway patients, and video consultations as an option. I never, ever, want to have to pick up the phone and have to play phone roulette at 8am, nor do I ever want to talk to a receptionist about medical issues. I want to do things online or through the app, and I want the first contact I discuss any symptoms with to be a qualified medical professional, e.g. triage nurse or doctor.	More appointments outside of working hours please.
Yes	CW8 2	Without transport couldn't get to kingsmead	That I have continued same doctor as I can organise at sandiway
Yes	cw82	increased provision at both sites better transport options eg shuttle bus on warfarin clinic day or asthma clinic day	Keep the eConsult to reduce number of in-person appointments actually needed

Yes	Cw82	Booking appointments shouldn't be a problem but actually getting there is.	Yes why do your patients have to stand the extra cost if attending a surgery in Northwich
Yes	CW8 2	The ability to pop to the surgery to book an appointment is priceless..not sure how you replicate that..a separate phone line for Sandiway residents would probably get abused and used by anyone	Please see the value of this surgery and don't close it
Yes	CW82	It's not booking an appointment it's getting there that is difficult It is already difficult to book an appointment and this has become much worse over the last 12 months during Covid. As there is only public transport to Danebridge, how will you make sure that there are sufficient appointments at that site for patients with no private transport?	Pointless question when that's not the problem
Yes	CW8 2	Booking is not really the problem, accessibility of the surgery is the problem.	The problem is really getting to the surgery, not booking the appointment.